

# NETWORK MANAGER REPORT

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JULY 2003

SUBMITTED BY Winn McInnis, General Manager

JULY 2003

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## OVERVIEW

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### Marketing/Operations

The industrious team of Alabama Interactive met the challenges of July head-on. The completion of large projects brought satisfaction to the staff and our partner agencies. New partnership opportunities provide a fruitful outlook for the fall.

Highlights during the month were:

- The Alabama Department of Conservation and Natural Resources has tested the Internet sale of hunting and fishing licenses and was pleased. The application will be in production on August 1, 2003.
- The Alabama Department of Conservation and Natural Resources looks forward to the Point of Sale licensing system being in production in mid-August 2003 in the Wal-Mart stores, mid-September for other commercial licensing agents and October 1, 2003 for Probate Courts and Licensing Commissioners.
- Based on the success of the two licensing services, the Alabama Department of Conservation and Natural Resources has requested online magazine subscription sales.
- We are in early conversations with the Alabama Board of Cosmetology to offer online license renewals.
- The Department of Insurance has requested additional merchant services for renewal of their provider renewals.
- The Alabama Real Estate Commission educator's renewal application is complete and is scheduled for production August 1, 2003.
- The Administrative Office of Courts has issued an RFP for distribution of public information via electronic mechanisms. We intend to respond.
- The Alabama State Bar's online renewal service received a positive response from attendees at the annual conference. We expect the Bar members to provide suggestions for other services of use to the legal community.
- The Alabama Department of Environmental Management has two projects that should be delivered in short order. Phase 2 Storm-water Permitting is in agency testing and waster-water treatment license renewals are under development.
- The Alabama Board of Nursing is pleased with the success of their name and address change service. They have requested 3 additional services, not already in the project queue. The completion of these projects will make ABN a paperless agency.
- The Alabama state Motor Pool reservation service is in the planning stages. Our staff will be spending time with the Motor Pool staff to learn their business process, etc.

## Development

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source.

The Alabama Board of Nursing Name and Address Change application has proven a very popular service for nurses and the ABN staff. ABN has also requested an application called Data Download has been completed to allow potential employers, marketing companies and the like, the opportunity to download mailing labels for ABN's licensed professionals. The users download a compressed (.zip) file containing all relevant nurses. This application is currently in partner testing.

Agency Testing began on the Alabama Department of Conservation and Natural Resources Hunting and Fishing Licensing Point-of-Service application and the online application. This venture brings together DCNR, Wal-Mart, Portal Software Solutions Group, and Alabama Interactive in efforts to enable all eighty-three Wal-Mart stores in the state to generate hunting and fishing licenses electronically, as well as allowing licenses to be purchased at home via the internet. Both applications are slated to go into production the beginning of August.

Development concluded on an application for the Alabama Real Estate Commission that will allow real estate educators to renew their licenses online. This application is scheduled for production on August 1.

Development began on an application for the Alabama Public Service Commission. This application will allow for the online submittal of Supplemental Form (RS-2), allowing the user to add a state or vehicle to their motor carrier authority. This application will begin agency testing at the end of August.

Development continued on two applications for the Alabama State Board of Chiropractic Examiners. The first application will allow for chiropractic license renewal, and the second will allow for the verification of individual chiropractor's license status. These applications will begin agency testing in early August.

Alabama Board of Pardons and Paroles on-line payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application is currently halted awaiting agency data.

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## PROJECT REPORT

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### COMPLETED!

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Online Hunting and Fishing Licenses	This application allows users to select from available permits and purchase them on-line.	This application is complete and in production.
Alabama Department of Insurance	Merchant Services	This service allows agents to pay via credit card for licenses renewed online.	This application is complete and in production.
Alabama Board of Nursing	Renewal of Nursing Licenses	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Alabama Board of Nursing	Reactivation of Nursing Licenses	This application allows nurses to reactivate their license online.	This application is complete and in production.
Alabama Board of Nursing	Reinstatement of Nursing Licenses	This application allows nurses to reinstate their license online.	This application is complete and in production.
Alabama Board of Nursing	Name and Address Change	This application will allow nurses to change their name and address.	This application is complete and in production.
Alabama Department of Public Safety	Electronic Access to Motor Vehicle Records	This application provides electronic access to certain drivers' records.	This application is complete and in production.
Alabama Real Estate Commission	Renewal of Real Estate Licenses	This application allows for the renewal of licenses online, by real estate agents, realtors and brokers.	This application is complete and in production.
Alabama Real Estate Commission	Broker/Agent Certification	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.

Department of Revenue	Sales, Use and Lodging Tax Filings	This application allows Alabama businesses to report and pay sales, use and lodging taxes online.	This application is complete and in production.
Alabama Department of Revenue	Refund Status for Individual Income Tax	This application allows for users to check the status of their individual income tax filings online, 24/7.	This application is complete and in production.
Alabama Secretary of State	UCC (Uniform Commercial Code) Filings	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	Production date is on hold pending final approval by the Secretary of State.
Secretary of State	Merchant Services	This will allow the SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

#### IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama State Bar	Membership Renewal	This application allows existing Bar members to renew their membership online.	This application is complete but renewal period is not until August.	August 2003
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Licenses/POS	This application allows licensing agents to sell hunting and fishing privileges through and electronic interface.	The agency is in testing of this service.	August 2003
Alabama Department of Finance, Office of the CIO	Alabama State Portal	Redesign of the Alabama State Portal, Alabama.gov.	This service is in internal testing and is pending approval by the CIO.	August 2003
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	The agency is in testing of this service.	September 2003

Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is pending final approval.	August 2003
Alabama Real Estate Commission	Instructor License Renewal	This application allows licensed instructors to renew their license online.	The agency is in testing of this service.	August 2003

### IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama State Banking Department	Renewal of License	This application will allow lenders and pawn brokers to renew their license.	In development.	August 2003
Alabama Board of Chiropractic Examiners	Renewal of License	This application allows the renewal of licenses and fee payment, online.	In development.	August 2003
Alabama Board of Chiropractic Examiners	Licensee Verification	This application allows other states, firms, etc. to verify the license and disciplinary status of a chiropractor.	In development.	August 2003
Alabama Department of Conservation and Natural Resources	Probate Court Point of Sale Hunting and Fishing Licenses	This application will allow probate courts and licensing commissioners to sell hunting and fishing licenses using an electronic system.	In development.	October 2003
Alabama Department of Environmental Management	Waste-Water Operator's license renewal	This application allows waste-water treatment operators to renew their license online.	In development.	September 2003
Alabama Department of Insurance	Merchant Services for Provider Renewals	This service will allow for payment of provider licenses.	In development.	October 2003

Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	In development.	December 2003
Alabama Board of Nursing	License Verification for individuals	This service allows nurses to request official verification of licensure.	In development.	December 2003
Alabama Board of Nursing	License verification and disciplinary status-Subscriber	This application will allow hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions.	In development. A fee schedule must be approved by the Board of Nursing.	August 2003
Alabama Board of Nursing	LPN License Renewal	This application will allow LPNs to renew their license online.	In development.	September 2003
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	August 2003
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	In development.	August 2003
Alabama Real Estate Commission	Address Change	This application allows for the changing or updating of addresses and personal information.	This application is on hold pending AREC's database upgrades.	October 2003
Alabama Department of Revenue	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has been approved.	October 2003

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## IN PLANNING AND CONSIDERATION

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The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Administrative Office of Courts- Payment of Court Costs, fees and fines
- Alabama Home Builders Licensure Board- License Renewals (a meeting has been scheduled)
- Alabama Board of Cosmetology- License Renewals (ABoC has an Agency Agreement)
- Alabama Department of Public Health, Center for Health Statistics- vital records
- Alabama Department of Public Safety- limited criminal histories, driver's license renewal, name and address change
- Alabama Department of Corrections, Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission- online licensure, shopping cart for licensed vendors
- Alabama Executive Branch Agencies- Alabama Official Meeting Calendar

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## SERVICE REQUEST

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### **Service Request #33**

Alabama Board of Cosmetology, License Renewal and Payment

Alabama Interactive requests and recommends this service for the Alabama Board of Cosmetology is added to the network as a **charge** service. Development for the Alabama Interactive Cosmetologist's license renewal application is at no cost to the Board of Cosmetology.

### **Service Request # 34**

Alabama Department of Conservation and Natural Resources, Online Magazine Subscription Purchases

Alabama Interactive requests and recommends this service for the Alabama Department of Conservation and Natural Resources is added to the network as a **charge** service. Development of the Alabama Interactive magazine subscription purchase is at no cost to the Department of Conservation and Natural Resources.

### **Service Request #35**

Alabama Department of Insurance, Merchant Services for Provider Renewals

Alabama Interactive requests and recommends this service for the Alabama Department of Insurance is added to the network as a **charge** service. Development of the Alabama Interactive Insurance merchant services is at no cost to the Department of Insurance.

### **Service Request #36**

Alabama Board of Nursing, Initial License by Exam

Alabama Interactive requests and recommends this service for the Alabama Board of Nursing is added to the network as a **charge** service. Development of the Alabama Interactive licensure by exam application is at no cost to the Board of Nursing.



### **Service Request #37**

Alabama Board of Nursing, Initial License by Endorsement

Alabama Interactive requests and recommends this service for the Alabama Board of Nursing is added to the network as a **charge** service. Development of the Alabama Interactive licensure by endorsement application is at no cost to the Board of Nursing.

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## **MONTH IN REVIEW**

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### **July Financial Report (Alabama Interactive)**

Total <b>July</b> Collected Interactive Revenue (Agency Statutory Fees):	\$37,754.00
Total <b>July</b> Collected Batch Revenue (Agency Statutory Fees):	\$901,019.25
Total <b>July</b> AI Network Transactions:	160,452
Average Successful Request per Day:	5175

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## **OPERATIONS & ADMINISTRATION**

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The partnership with NIC's Portal Software and Services Group has been invaluable this month as we completed development of the Department of Conservation and Natural Resources Point-of-Sale solution and Internet sales of hunting and fishing licenses.

We are continuing the search for a content manager/graphic artist to assist us with portal design and maintenance. The applicant pool looks promising. In the mean time, our current staff and the staff at PSSG will continue development of this service.

Darrell Faulcon has returned to our staff as a lead developer. He will be assisting Scott in getting acclimated to the Director of Development duties and will be developing applications.

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## **OTHER BUSINESS/IN CLOSING**

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We are very excited about the progress made in July. The staff worked very hard to deliver Internet and Point-of-Sale hunting and fishing license sales, the Real Estate Commission's second license renewal application, and the newest iteration of the Alabama state portal. We are pleased with the development of new partnerships and excited about the opportunities presented by our long-term partners.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,  
Winn McInnis